

EMS Echo Level - Dispatch to Respond - 60 Seconds Emergency Services

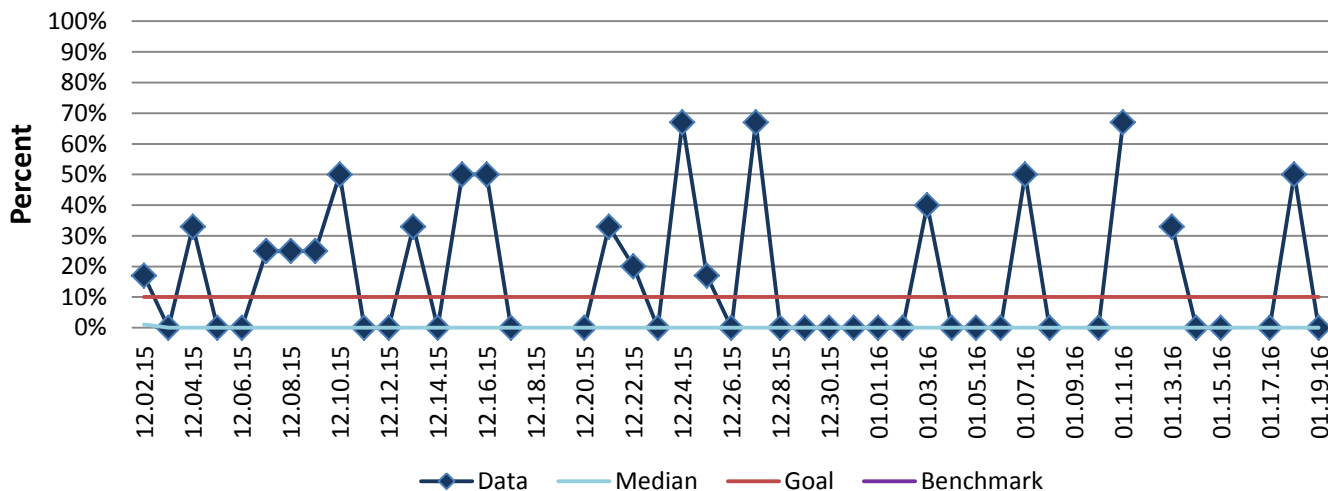


KPI Owner: Lt. Col. Jesse Yarbrough

Process: Emergency Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: TBD		Data Source: CAD	Plan-Do-Check-Act Step 8: Monitor and diagnose		
Goal: No more than 10% of Echo level responses exceed 60 seconds from the time a unit is dispatched until the time the unit responds		Goal Source: Dept Management Team	Measurement Method: The percent of Echo level runs exceeding 60 seconds from dispatch to respond divided by total Echo level runs		
Total Opportunities: 120		Benchmark Source: N/A	Why Measure: To ensure a quick response & understand system capability		
Benchmark: TBD			Next Improvement Step: Develop a process to formally track pareto reasons		
How Are We Doing?					
01.01.16-01.19.16 1 Month Goal	01.01.16-01.19.16 1 Month Average		01.19.16 Goal	01.19.16 Actual	
10%	15%		10%	0%	
Percent	Percent		Percent	Percent	

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The seven basic quality tools, "5 Whys" techniques, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable is performance is not best in class.